

### ➔ What is the Patient Review and Coordination (PRC) Program?

The PRC (formerly Patient Review and Restriction) Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.
- Clients who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.

### ➔ How will I know if a client is in the program?

The assigned providers will receive a copy of the client's letter. You can check:

- The client's medical ID Card has an "X" in the Restriction column.
- The words "Client on Review" are printed on the card.
- The Medical Eligibility Verification (MEV) system shows the client's assigned providers.
- WAMedWeb checks eligibility and includes the client's assigned providers. To find out more about this service, go to: <https://wamedweb.acs-inc.com/wa/general/home.do>

### ➔ What is my role in the PRC Program?

- Coordinate care with the PCP.
- Manage the client's prescriptions.
- Never accept cash for covered prescriptions from clients.
- Educate the client on the appropriate use of medications.
- Alert the client's PCP, narcotic prescriber or PRC staff of misuse or potential problems with the client's prescriptions.

### ➔ Do I only fill prescriptions from assigned providers?

No, you may fill prescriptions from all providers.

- ➡ What happens if a client goes to a non-assigned pharmacy?
- ➡ What happens if a client needs an emergency fill at a non-assigned pharmacy?
- ➡ What if I need to end my participation with an assigned client?
- ➡ Is billing the same for PRC clients?
- ➡ How do I contact PRC?
- The Point of Sale (POS) system will reject the claim.
  - Prescriptions can't be overridden in the POS system by a non-assigned pharmacy.
  - The client should be referred back to the assigned pharmacy.
  - Pharmacists may, at their discretion, fill all medications except scheduled drugs. Scheduled drugs require verification of medical necessity with the prescriber.
  - All HRSA pharmacy policies remain in effect.
  - You must call the PRC referral line the next business day to request an override.
  - You can end your participation with your assigned PRC client at any time.
  - You must give your PRC client a 30-day written notice.
  - You must notify us so we can help the client find another pharmacy.

Yes. See <http://maa.dshs.wa.gov/BI.html> for billing instructions.

**Patient Review and Coordination Program**

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<http://maa.dshs.wa.gov/PRR>